

March 22, 2016

## VIA ELECTRONIC FILING

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW

**Re: Notice of Ex Parte** In the Matter of *Lifeline and Link Up Reform and Modernization* (WC Docket No. 11-42); *Telecommunications Carriers Eligible for Universal Service Support* (WC Docket No. 09-197); *Connect America Fund* (WC Docket No. 10-90)

Dear Ms. Dortch:

On Monday, March 21, 2016, representing Total Call Mobile (TCM), Michael Morrissey, Vice President-General Counsel, Total Call Mobile, LLC and Locus Telecommunications, LLC, along with Geoff Why of Mintz Levin and Rachel Sanford Nemeth of ML Strategies, met with Gigi Sohn, Stephanie Weiner, Eric Feigenbaum, and Gabrielle Whitehall of the Office of Chairman Wheeler; Travis Litman of the Office of Commissioner Rosenworcel; and Ryan Palmer, Trent Harkrader, Charles Eberle, Jay Schwarz, and Jonathan Lechter of the Wireline Competition Bureau. The purpose of these meetings was to discuss TCM's concerns with the Lifeline Modernization Order which will be the subject of the March 31, 2016 Open Meeting.

Specifically, TCM addressed the proposals to reduce and eliminate the subsidy for voice service unless bundled with data service and mandate to provide unlimited voice service. TCM also discussed how these proposals would negatively impact Lifeline subscribers, including their customers. If significant changes are not made to the Lifeline Order before the March 31 Open Meeting, there will be significant unintended consequences in the Lifeline market that will negatively impact low-income Americans. Many customers want free mobile voice because it provides access to public safety and 911 services; allows them to provide contact information in a job application; and because many do not have stable housing, wired service is not an option for them and mobile voice is their communication choice.

Total Call Mobile echoes the concerns highlighted by the Lifeline Connects Coalition and encourages the Commission to maintain Lifeline support until December 2019 and initiate a proceeding by December 1, 2018 to consider whether current or modified level of support amount should be applied to both mobile and fixed voice services after December 2019 and also whether the support level for mobile broadband should be modified. TCM also aligns itself with the Coalition and asks the Commission to extend the timetable for implementation of the

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unlimited mobile voice service standard, as well as the mobile broadband 500MB minimum standard, until December 1, 2017.<sup>1</sup>

As evidenced in the attached cost data which is being filed as confidential information pursuant to 47 C.F.R. § 1.1206(2)(ii)(see EXHIBIT A), in order to provide wireless voice service as part of a bundle with mobile broadband that meets the proposed 500MB minimum standard<sup>2</sup>, TCM would have to charge customers a co-pay. Given the low percentage of customers willing to put “skin in the game,” the number of Lifeline subscribers served by TCM would drastically decrease. Furthermore, even if more of TCM’s customers were willing to make a co-pay for this type of bundled service, most of TCM’s customers lack banking and credit relationships and consequently could not pay for monthly services.

According to survey data provided by the Lifeline Connects Coalition, 75% of surveyed Lifeline consumers would disconnect service rather than make a co-pay. On a related note, 77% of surveyed customers were unbanked or underbanked, and 73% of surveyed customers said their Lifeline phone was the only phone service in their household.<sup>3</sup>

In addition to the issues above, TCM respectfully asks the Commission to also address the Snapshot Rule at the March 31 Open Meeting. As discussed in the docket, the Snapshot Rule should be changed to reimburse Lifeline service providers in a way that accurately reflects the services they have actually provided.<sup>4</sup>

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<sup>1</sup> Ex Parte filing of Lifeline Connects Coalition, WC Docket Nos. 11-42, 09-197, 10-90 (filed Mar. 17, 2016), Exhibit A.

<sup>2</sup> See Chairman Wheeler & Commissioner Clyburn Propose Rules to Modernize Lifeline Program to Provide Affordable Broadband for Low-Income Americans, *available at* [http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2016/db0314/DOC-338113A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2016/db0314/DOC-338113A1.pdf) (last visited Mar. 22, 2016).

<sup>3</sup> Ex Parte filing of Lifeline Connects Coalition, WC Docket Nos. 11-42, 09-197, 10-90 (filed Mar. 17, 2016), Exhibit A.


<sup>4</sup> Ex Parte filing of Total Call Mobile, WC Docket Nos. 11-42, 09-197, 10-90 (filed Mar. 7, 2016) at pg. 2.

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Pursuant to Section 1.1206 of the Commission's rules, this letter is being filed via ECFS, and a copy will be provided via email to the attendees.

Sincerely,

  
Geoffrey G. Why

cc: Travis Litman, Office of Commissioner Rosenworcel  
Ryan Palmer, Wireline Competition Bureau  
Charles Eberle, Wireline Competition Bureau  
Jay Schwarz, Wireline Competition Bureau  
Jonathan Lechter, Wireline Competition Bureau  
Trent Harkrader, Wireline Competition Bureau  
Gabrielle Whitehall, Office of Chairman Wheeler  
Stephanie Weiner, Office of Chairman Wheeler  
Gigi Sohn, Office of Chairman Wheeler  
Eric Feigenbaum, Office of Chairman Wheeler